Secure Email Portal
User Manual

A Step-by-Step Guide for Using KRS' ZixCorp® Secure Email Solution

This manual can be found online at https://kyret.ky.gov in the
Agency Employers | Employer Publications section.

External User

KRS Security Solutions – Security Is Everyone's Business

Kentucky Retirement Systems (KRS) has implemented the KRS Secure Email Portal, a secure email solution that protects confidential information exchanged between KRS and participating agencies. The Portal can be accessed at:

https://web1.zixmail.net/s/login?b=kyret

The portal uses strong encryption to safeguard the confidentiality of email communications and greatly reduces the risk of costly disclosures that could put our members at risk of identity theft and other fraudulent activity.

We strongly encourage all employers to use the KRS Secure Email Portal when sending confidential information or attachments via electronic mail. Please note that the portal should NOT be used for monthly reporting.

The *KRS Secure Email Portal User Manual* outlines clear, step-by-step instructions for accessing and using the portal. You should find the portal to be simple and easy to use; however, if you have additional questions or need support please email us at support@kyret.ky.gov or call our KRS Employer Hotline at (888) 696-8810.

This manual can be found online at https://kyret.ky.gov by accessing the Agency Employers | Employer Publications section. Please inform other employees in your agency about the Portal who may need to exchange confidential information with KRS.

The KRS Secure Email Portal:

- Provides a safe and easy way to exchange confidential information.
- Offers written documentation of communications.
- Reduces the need for phone calls and faxes.

Disclaimer: Dependent upon the Internet browser software you are using to access the Portal (Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, or Google Chrome), a few of the Portal pages may display differently than depicted in this manual. To provide a representative depiction of the Portal's appearance, images from both Microsoft Internet Explorer and Mozilla Firefox have been included where the pages differ. While the images in this manual may vary, the written instructions to access and navigate the Portal will not deviate unless indicated.

Attention Google Chrome users: If you have difficulty registering or signing in to on the Portal, check to ensure that cookies are enabled in Chrome.

Table of Contents

Introduction

It is important that all email communications containing sensitive or confidential information be kept secure from unauthorized access, modification, and/or disclosure. To accomplish this objective, KRS has implemented a secure email portal using ZixCorp's® encryption solution, ZixPort®, to protect KRS email and ensure all confidential information is safeguarded from unauthorized access and disclosure.

The KRS Secure Email Portal provides a safe and easy way to exchange information by email, including the ability to create, reply, delete, and manage secure email.

Our Responsibility to Protect Confidential Information

KRS has adopted policies and standards to protect confidential information, including the use of strong encryption technologies to protect confidential information when it is transmitted electronically via email. KRS has also adopted a disclosure policy that requires us to notify affected members whenever their confidential information is disclosed without proper authorization or in an unsecure manner (e.g., non-encrypted email).

In continued efforts to protect personal information, KRS is also working to classify all types of information it collects and utitilizes, most importantly confidential information which includes:

- Personally identifiable information (PII) such as full name, date of birth, address, Social Security number, driver's license number, KRS Member ID, KRS PIN, etc.

- Health, medical or financial information linked with any of the above PII.

KRS has also developed a member identification number (KRS Member ID) to replace the use of a member's Social Security number as a unique identifier.   **Please use the KRS Member ID as an identifier for all instances where the Social Security number is not warranted by law.**

IMPORTANT!

As a covered entity under HIPAA, **KRS, as well as participating agencies and business associates, are responsible for complying with KRS policies and applicable federal regulations (HIPAA, HITECH) to ensure confidential member information is protected**, particularly when sending confidential information in email.

Always use the Portal for sending confidential email to KRS. Confidential email is email that contains sensitive data such as Social Security numbers, KRS Member IDs, KRS PINs, or any personally identifiable or health-related data. **Never send confidential email via *unsecure* email (i.e. from personal or business email accounts).** Confidential information sent via unsecure email is an unauthorized disclosure of sensitive member information and KRS or the agency responsible is required to notify the affected member(s) of the disclosure.

Registering and Accessing a Secure Email from the Portal

1. When a KRS staff member sends you a secure email via the Portal, you will receive a notification in your Inbox like the one depicted in Figure 1 below. Click the **OPEN MESSAGE** button in the notification, which will take you to the Portal's website. If this does not work, copy and paste the hypertext link (at the bottom of the notification) into your Internet browser.

Figure 1: Secure Email Notification

2. New users to the Portal will be automatically directed to the Portal Registration page where you will be prompted to create a **password.** After entering this information, press the **ENTER** key or click on the **REGISTER** button to create your Portal account.   You will then be directed to your Portal Inbox where the secure email will display automatically.

Figure 2: Register Account

Important! Your Portal password must be a **minimum length** of **eight (8) characters**. Adding two or more of the following constraints to the password are also required:

- Alphabetic <u>and</u> numeric characters
- Uppercase <u>and</u> lowercase characters
- <u>At least one</u> special character such as: ~!@#$%^&

While the minimum password length is eight (8) characters, **the longer the password the better**. A 12-character password is stronger than an 8-character password. Also, **never** create passwords that include **dictionary words, spouse/child/pet names, birth dates, anniversaries, or any other personally identifiable information**. Personalizing your password makes it easier for the bad guys to guess it. You should also **never share** your passwords.

3. **Previously registered** users who receive a secure email notification should follow step 1 on the previous page to launch the Portal Sign In page where you will be prompted to enter your **email address** and **password**. Press the **ENTER** key or click on the **Sign In** button to access your Portal email account.

   Important Note! Depending on the Internet browser you are using, certain Portal pages may display differently. Refer to the disclaimer on page i for more information.

<p align="center">Figure 3A: Sign In (Microsoft Internet Explorer)</p>

Figure 3B: Sign In (Mozilla Firefox)

4. Upon registering/signing in, you will be directed to your **Portal Inbox** where your message will be automatically displayed.

**Figure 4A: Portal Inbox (Microsoft Internet Explorer)**

Note: The Received date/time listed in the email is the timestamp for when the email was received in the KRS Secure Email Portal. The Expires date/time is when the email will be deleted from the Portal. The KRS staff member who originated the email will be notified of any expired email that is not opened by the recipient.

Replying to an Email

For Microsoft Internet Users
1.   Click on the **REPLY** or **REPLY ALL** button at the top of the page to create a reply message.

Figure 5: Reply (Microsoft Internet Explorer)
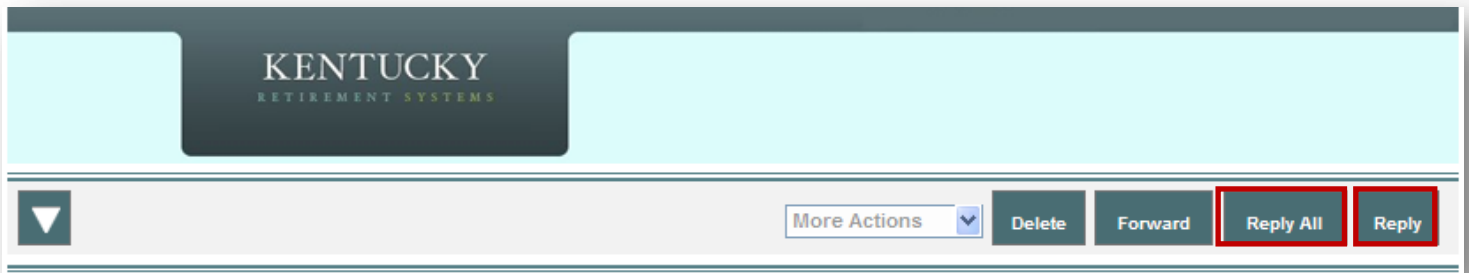
2. Type in your message and click on the **SEND** button to send your reply.

Figure 6: Send Reply (Microsoft Internet Explorer)

For Mozilla Firefox Users
1. Click on the **REPLY** or **REPLY ALL** button at the top of the page to create a reply message.

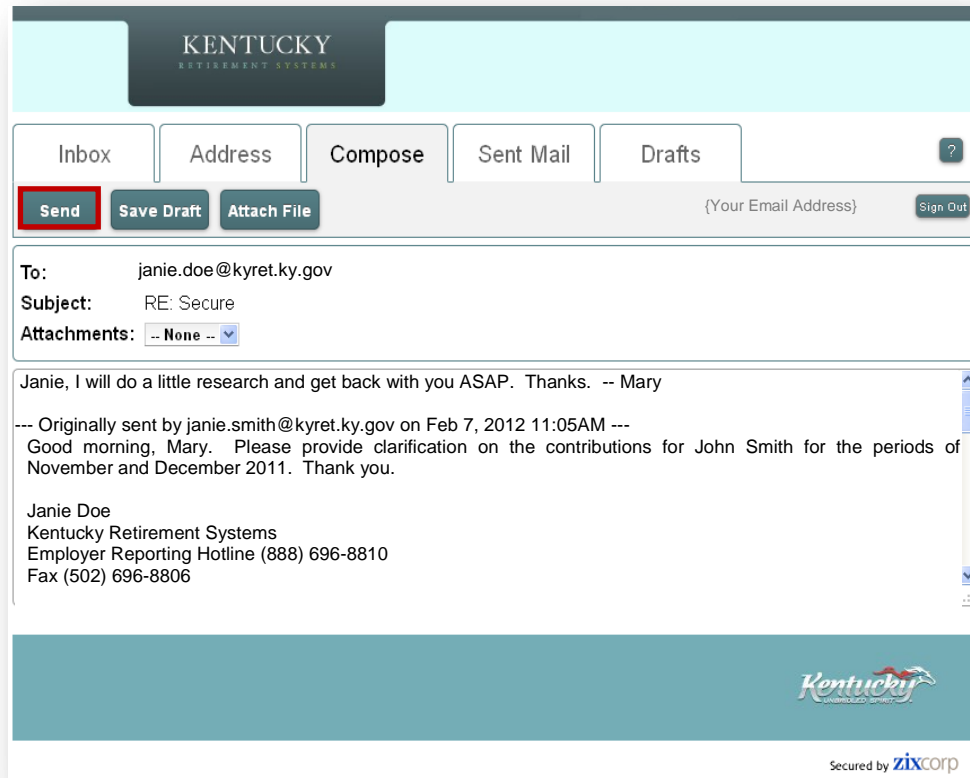**Figure 7: Select Reply (Mozilla Firefox)**

2. Type in your message and click on the **SEND** button to send your reply (refer to Figure 8 on the following page).

Figure 8: Send Reply (Mozilla Firefox)

Attaching a File to an Email

1. Click on the **Attach File** button at the top of the page.

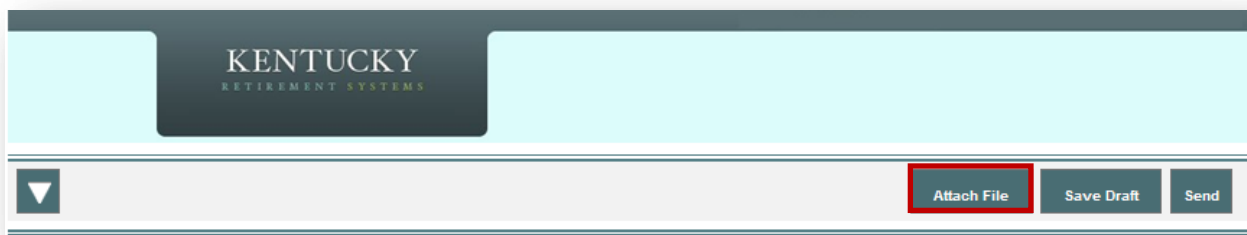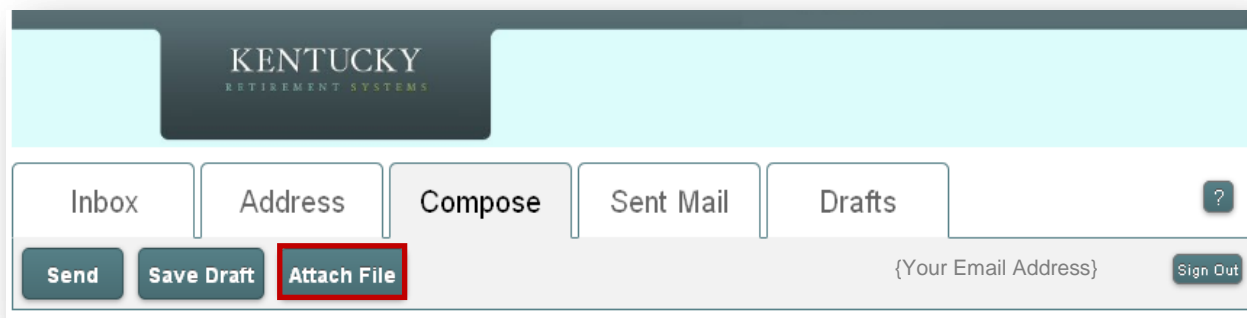**Figure 9A: Attach File (Microsoft Internet Explorer)**

Figure 9B: Attach File (Mozilla Firefox)

2. The Attach File page appears. Click on the **BROWSE** button to search for the file that you want to attach. Once you have located and selected the file, click on the **ADD FILE** button**.** When you are finished attaching files, click on the **FINISH** button.

   **Note:** You are limited to 10 file attachments that cannot exceed 15 MB in total size.

Figure 10: Add File

Saving a File Attachment or Email Message

1. To save a file attachment to your computer, select the **MORE ACTIONS** pull down menu displayed at the top of the page. Click on **SAVE ATTACHMENTS** (refer to Figures 11A and 11B).

Figure 11A: Save Attachments (Microsoft Internet Explorer)
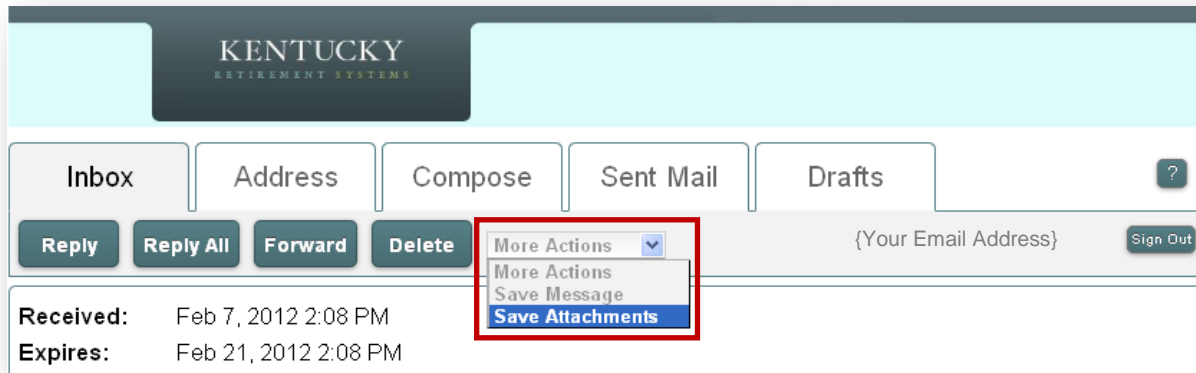
2. A window will appear that prompts you to save or open the file. Click on **SAVE** and select a drive/directory to save the file. Click **SAVE** again.

3. You can also save an email message to your computer by clicking on the **SAVE MESSAGE** option from the **MORE ACTIONS** pull down menu.

4. A window will appear that prompts you to save or open the file. Click on **SAVE** and select a drive/directory to save the file. Click on **SAVE** again.

IMPORTANT! For security purposes, the Portal is configured to delete email after 14 calendar days. If there are specific email and/or attachments that require longer retention periods, you can save them to your computer. Any email or attachments containing confidential information that are saved from the Portal must be stored, managed and deleted in a secure manner to prevent unauthorized access and data disclosure.

Deleting an Email

1. You can delete an email from your Inbox two ways: A) from your Inbox by clicking on the checkbox next to the email you want to delete and then clicking on the **DELETE** button from the menu bar; or B) while the email is open, click on the **DELETE** button.

Sending an Email to KRS via the Portal

1. To send a secure email message to a KRS staff member, type the following URL in your Internet browser: https://web1.zixmail.net/s/login?b=kyret

   **Tip:** Add this URL to your Internet browser's favorites list (or bookmarks) for future reference.

2. The Portal Sign In page will appear. Enter your **email address** and **password**. Press the **ENTER** key or click on the **Sign In** button to access your Portal email account.

If you using Microsoft Internet Explorer to access the Portal, proceed to step 3 below. Mozilla Firefox users should proceed to step 3 on page 11.

For Microsoft Internet Explorer Users:

3. You will be automatically directed to your Inbox. Click on the **DOWN ARROW** button ▼ and select the **COMPOSE** option. The Compose page will appear.

Figure 12: Compose an Email (Microsoft Internet Explorer)
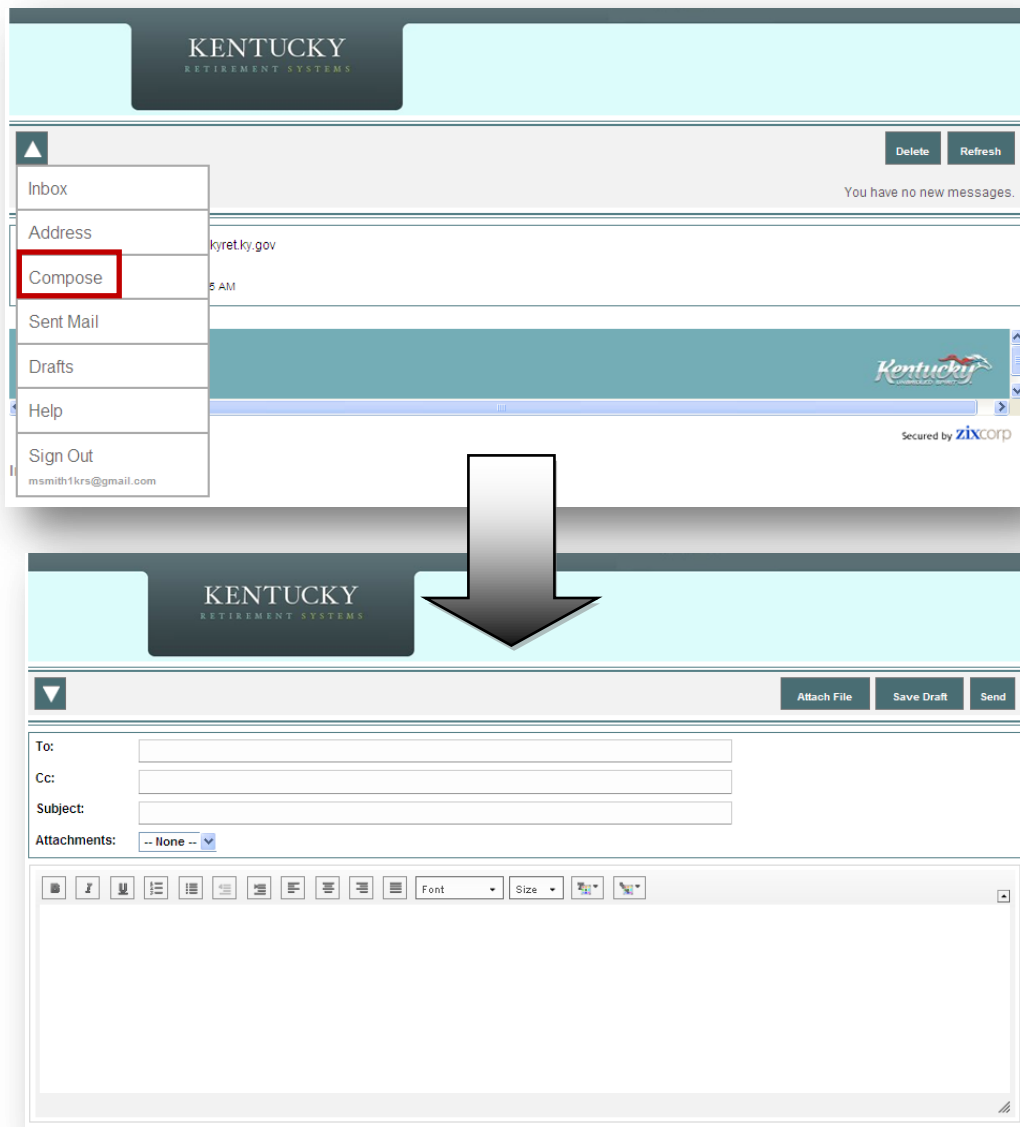
4. Type in the email address of the KRS staff to which you want to send the email.

   Note: As a general rule, the syntax for a KRS email address is as follows:
   firstname.lastname@kyret.ky.gov

Important: The Portal permits you to send secure email messages to KRS staff ONLY. If you attempt to send an email to a non-KRS email address, you will receive the following message:
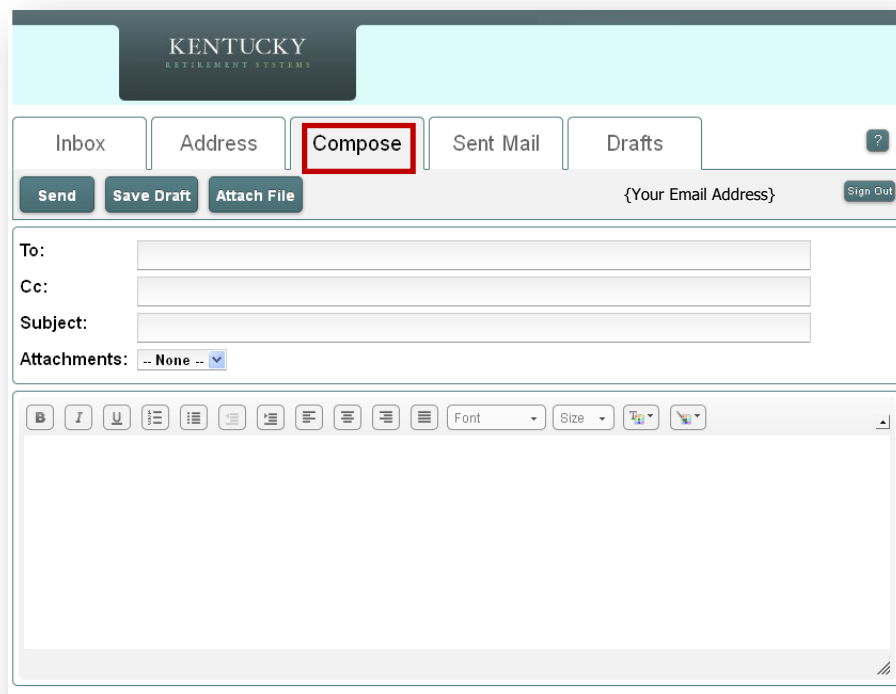

5. Next type in the subject (see important note below), attach any files (refer to the **Attaching a File to an Email** section) and finally type your email message. Click on the **SEND** button to send the email.

IMPORTANT! The subject line of Portal email is NOT encrypted; therefore, **DO NOT** type Social Security numbers, KRS Member IDs, or other confidential information in the subject line.

For Mozilla Firefox Users:
3. Click on the **COMPOSE** tab.

Figure 13: Compose an Email (Mozilla Firefox)

4. Type in the email address of the KRS staff to which you want to send the email.

    Note: As a general rule, the syntax for a KRS email address is as follows:
    firstname.lastname@kyret.ky.gov

Important: The Portal permits you to send secure email messages to KRS staff ONLY. If you attempt to send an email to a non-KRS email address, you will receive the following message:
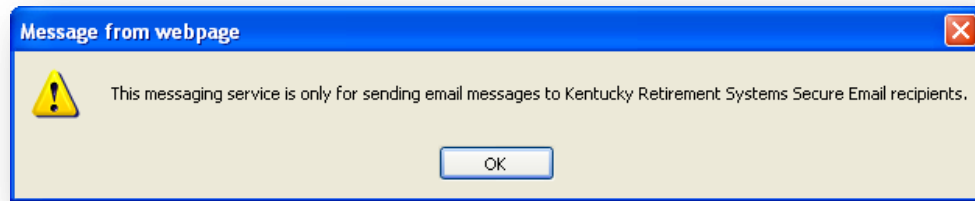
5.   Next type in the subject, attach any files (refer to the **Attaching a File to an Email** section) and type your email message. Click on the **SEND** button to send the email.

IMPORTANT! The subject line of Portal email is NOT encrypted; therefore, **DO NOT** type Social Security numbers, KRS Member IDs, or other confidential information in the subject line.

Creating Contacts

To prevent retyping a KRS address each time you compose an email, you can save it as a contact and use the **ADDRESS** option each time you want to quickly address an email. Microsoft Internet Explorer users should begin with step 1 below to create a contact. Mozilla Firefox users should proceed to step 1 on page 14.

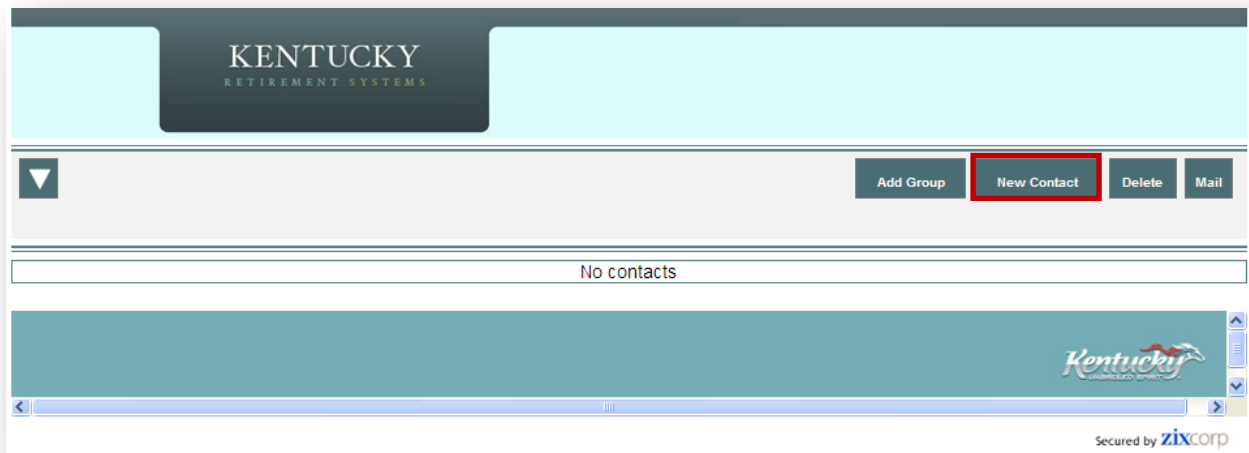**For Microsoft Internet Explorer Users:**
1.   Click on the **DOWN ARROW** button ▼ and select the **ADDRESS** option.

Figure 14: Select Address (Microsoft Internet Explorer)

2. The Contact page will appear. Click on **NEW CONTACT** to create a new contact.

Figure 15: Select New Contact (Microsoft Internet Explorer)

3. Type in the first and last name of the KRS staff and their email address. Click on **SAVE**.

Figure 16: Enter Contact Information (Microsoft Internet Explorer)

4. Now when you need to send an email to a KRS staff member, select the **ADDRESS** option, click on the **CHECK BOX** next to the contact name, and then click on **MAIL** (refer to Figure 17 on the following page).

Figure 17: Add a Contact to an Email (Microsoft Internet Explorer)

For Mozilla Firefox Users:

1. To create a contact, select the **ADDRESS** tab and click on **NEW CONTACT**.

Figure 18: Select Address (Mozilla Firefox)

2. Type in the first and last name of the KRS staff member and their email address. Click on **SAVE**.

Figure 19: Add a New Contact (Mozilla Firefox)

3. Now when you need to send an email to a KRS staff member, select the **ADDRESS** tab, click on the **CHECK BOX** next to the contact name, and then click on the **MAIL** button.

Figure 20: Add a Contact to an Email (Mozilla Firefox)

Time Saving Tip: If you send email to a particular group of KRS staff on a routine basis, you can create a group for these staff by selecting the **ADD GROUP** button and adding the KRS staff's contacts to the group.

Forgot Your Password or Just Want To Create a New One?

Important! If you forget your password, you do not need to notify KRS to have it reset. You can reset your password yourself via the Portal.

1. To reset your password, go to the Portal Sign In page:
   https://web1.zixmail.net/s/login?b=kyret

2. Click on the **RESET** button.

Figure 21A: Reset Password (Microsoft Internet Explorer)

Figure 21B: Reset Password (Mozilla Firefox)

3. Type in your email address and a new password. Click on the **RESET** button.
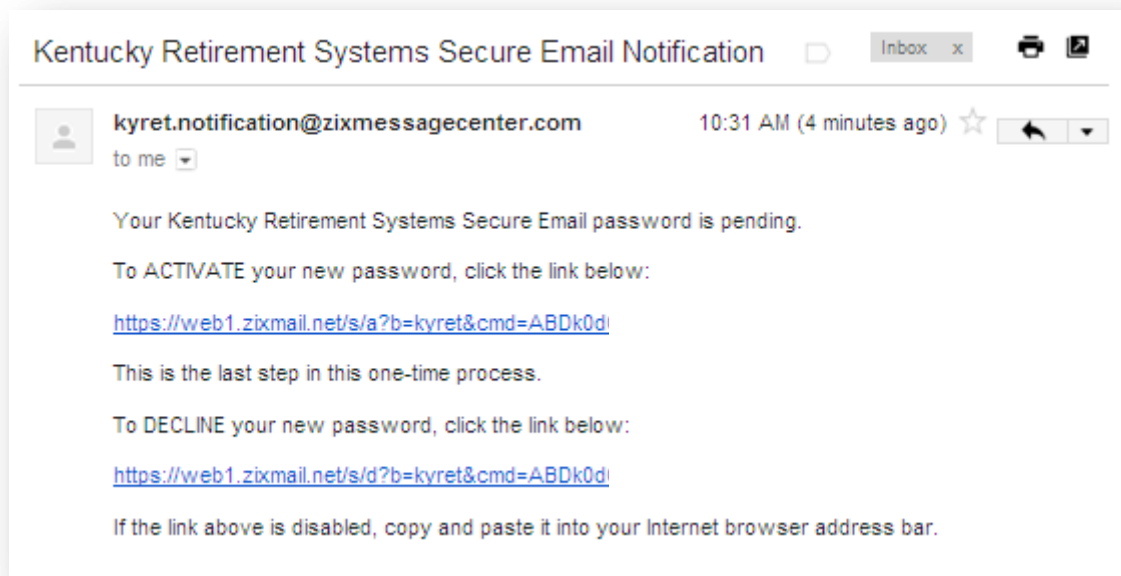
Figure 22: Type New Password

4. You will receive a message that a confirmation email will be sent to your inbox with instructions for activating your new password.

Figure 23: Account Change Confirmation

5. Access your email account and click on the link in the email notification to reset your password.

Figure 24: Password Activation Email

6. A page will appear notifying you that your password was successfully reset. Click on the **CONTINUE** button that will direct you to the Portal Sign In page where you can enter your email address and new password.

Figure 25: Successful Password Activation
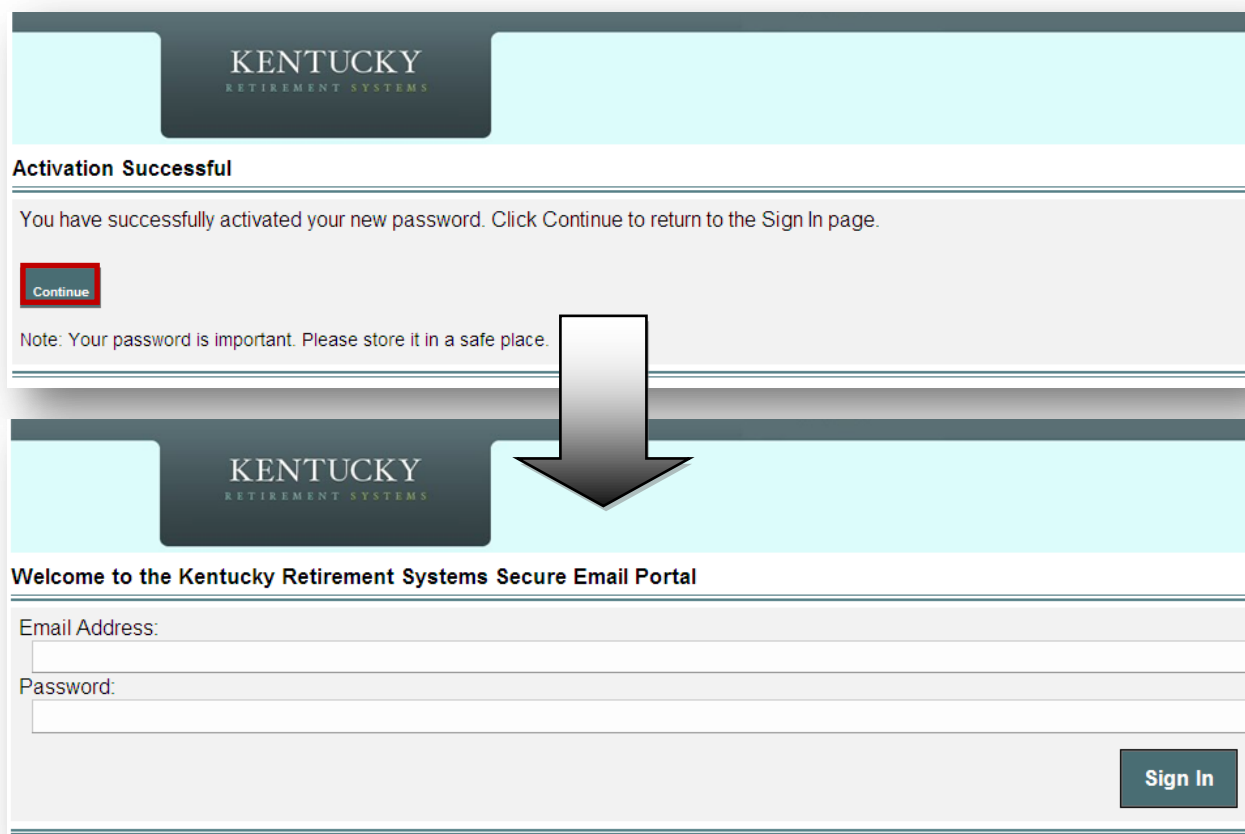
Important! If you receive a password reset notification email and you did not attempt to reset your password, it may be possible that someone is trying to hack your Portal account. In this case, decline the password reset by clicking on the appropriate hypertext link in the notification email. You may also want to reset your password to one with more characters, strictly adhering to the password requirements on page 3.
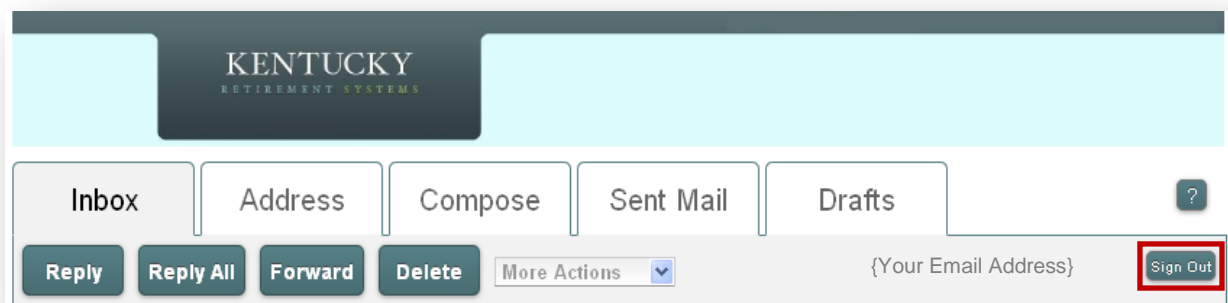
Sign Out

1.   Select the **Sign Out** option/click the **Sign Out** button to exit the Portal.

Figure 26A: Sign Out (Microsoft Internet Explorer)

Figure 26B: Sign Out (Mozilla Firefox)

Note: Clicking the **Sign Out** button before saving an email you are in the process of drafting can cause the email to be lost. When composing, replying or forwarding an email, always click the **Save Draft** button or navigate to one of the other tabs/options before signing out.

Session Timeout

If you sign in to the Portal and are inactive for more than **20 minutes**, the Portal will automatically sign you out. You will need to sign back in to access your account.

Account Temporarily Locked

You are allowed **three (3) attempts** to type the correct password during sign in. If you do not successfully type in your password after three attempts, you will be locked out of the Portal for **30 minutes**. An account can be unlocked during the temporary lockout by clicking the **RESET** button on the Portal Sign In page and resetting your password. Follow the instructions for password resets on [page 16](#).

Figure 27: Locked Account Notification
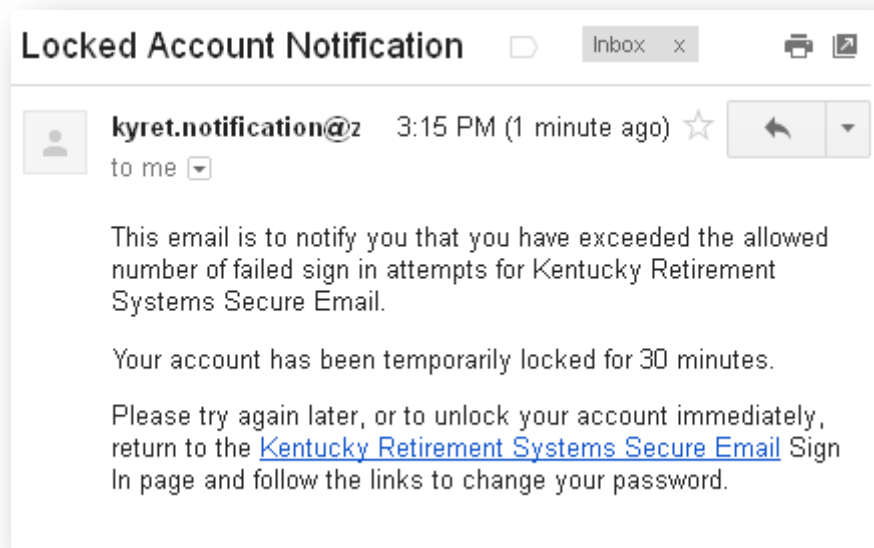
Help

If you have additional questions or need support for the Portal:

- If you are signed in to the Portal, Microsoft Internet Explorer users can select the **HELP** option from the **DOWN ARROW** button ▼ to access the online ZixCorp Help website. Mozilla Firefox users should click on the [?] button at the top right; or

- Email KRS at support@kyret.ky.gov.

- Employers can call the Kentucky Retirment Systems' Employer Hotline at (888) 696-8810.